

Listing of Claims

The following listing of claims will replace all prior versions, and listings, of claims in the subject application:

1. (currently amended) A system for reporting status of and offering service to an image communication terminal, said system comprising:

an image communication terminal;

a manager personal computer connected to said image communication terminal via a network; and

a service center connected to said image communication terminal via said network;

said image communication terminal including a registering part for registering an e-mail address of said manager personal computer, an e-mail address of said service center and identification information of said image communication terminal; an e-mail controlling part for exchanging e-mails via said network; and a status detecting part for detecting statuses of said image communication terminal,

wherein said service center receives and registers said identification information and said e-mail address of said manager personal computer from said image communication terminal; and when statuses of said image communication terminal detected by said status detecting part are sent from said image communication terminal to said service center by said mail controlling part using an e-mail, various information corresponding to said statuses are informed to said manager personal computer through a WEB (World Wide Web) site of said service center,

wherein said various information is informed to said manager personal computer

using an e-mail with a URL (Uniform Resource Locator) of a homepage of said manager personal computer,

wherein said status detecting part includes maintenance/failure detecting part for detecting necessity of maintenance or failure status of said image communication terminal and transmitting part for sending maintenance/failure information, said e-mail address of the manager personal computer and said identification information of said image communication terminal, to said service center,

wherein upon detection of a state where maintenance or repair is necessary, said service center sends an e-mail about said various information to said manager personal computer, and said manager personal computer is informed of information corresponding to said maintenance/failure status information from a WEB-site of said service center, and

wherein said service center includes failure information or maintenance information for each of said image communication terminal and comprises introducing means for introducing information including information indicating time and date when the service-person is available and information related to new-product guide information.

Claim 2 (canceled).

3. (currently amended) The system as claimed in claim 1, wherein said status detecting part includes consumables detecting part for detecting shortage status of the consumables for resources of said image communication terminal and transmitting part for sending consumables shortage information, said e-mail address of the manager personal computer and said identification information of said image communication terminal are sent

to said service center in case there is a shortage of the consumables, and upon reception of said various information sent from said transmitting part, said service center sends an e-mail to said manager personal computer, said e-mail including a URL of a homepage which enables introduction and ordering of consumables from the WEB-site.

4. (currently amended) The system as claimed in ~~elaimed in~~ claim 3, wherein said service center includes type-of-consumables information for each of said image communication terminal and comprises:

introducing means for introducing consumables for the image communication terminal installed at the user location, ordering means for the user to order consumables on the homepage and informing means for informing time and date of delivery of consumables on the homepage.

Claims 5-6 (canceled).

7. (currently amended) The system as claimed in claim 1, wherein said image communication terminal sends an e-mail informing completion of replenishment of said consumables or completion of maintenance/repair of the resource, and upon reception of said e-mail, said service center deletes the message informed by said manager personal computer from the homepage.

8. (new) The system as claimed in claim 1, wherein upon reception of an e-mail informing recovery of maintenance/repair of the resource, said service center clears the message

from the homepage informing said manager personal computer of the maintenance/repair.

9. (new) The system as claimed in claim 1, wherein said service center provides maintenance and/or repair services to said image communication terminal.

10. (new) The system as claimed in claim 1, wherein said manager personal computer is used by a manager of said image communication terminal to check the status of the maintenance and/or repair of said image communication terminal.

11. (new) The system as claimed in claim 1, wherein said service center informs said manager personal computer through said homepage of the status of the maintenance and/or repair of said image communication terminal.